

# News

# Connection

A monthly newsletter for DSHS staff and friends

## Bats are given eviction notice, but with an alternative housing option

**W**estlake Facility at Eastern State Hospital sits on the bank of West Medical Lake, a pretty little body of water west of Spokane. It's a shallow lake that gets warm in the summer and is surrounded by tall pine trees. Mosquitoes and other insects love it there. And so does a thriving population of bats.

Westlake Facility was built in 1983 and houses elderly patients who have dementia and Alzheimer's. The building was constructed with enclosed awnings over the windows, which are incorporated into the structure.

These awnings, unbeknownst to management, became an ideal habitat for the little brown bats in the area. Occasionally a bat would get into the living quarters, but staff figured they came in through the doors.

A roof and awning repair project in the spring unearthed a maternal colony of between 10,000-15,000 little brown bats happily nesting away.

No one else was very happy about it though.

Craig Hinnenkamp, safety and risk manager at the hospital, had the task of getting rid of the bats.

"If we didn't do the removal properly we could have locked the whole population in the building, resulting in the need to evacuate the entire building," he said.

As staff were getting more upset about the patients' safety, as well as their own, Hinnenkamp felt the pressure to solve the problem quickly. An article in the Spokane

newspaper drew the attention of Donna Hensely, a nationally-recognized bat expert from the Eastern Washington University College of Math, Science, and Technology.

"Donna called and offered to drop everything to come and help us solve this problem," Hinnenkamp said.

Some of the exterminators Hinnenkamp had contacted recommended poisoning the bats. But Hensely cautioned this would just force them further into the building, as well as leave thousands of decaying bat bodies within the walls of the building. And, Hinnenkamp explained, the Environmental Protection Agency requires that every speck of a pesticide used to kill them be cleaned up - a huge expense.

They developed a plan to draw the bats out of the building through a three-step process:

- build an attractive alternative home (a bat house based on extensive research done by Pennsylvania State University),
- increasingly seal up the awnings, leaving smaller and smaller openings for the bats to fly out of at night when they gather food, getting down to two three and one-half inch openings,
- once the bats are trained to use these openings, cover them with out-only shields on B-Day. (The bats can figure out how to get out, but not back in).

• when all the bats are out (they must leave every two to three days to feed) completely seal up the building.

They constructed a large bat house away from the facility that stands 15 feet off the ground and has the capacity to house more than 15,000 bats. Bats like tight, cozy places and attach to a surface at a rate of 240 per square foot, according to Hinnenkamp. "It looks like a real dense carpet."

The box was made out of metal.

"This was a critical element as the house

must generate enough heat to keep the young warm. The young cannot regulate their body temperatures and require an environment from 110-115 degrees," Hinnenkamp said.

Timing was everything, according to the safety manager. The bats normally come in around March and April to find a place to roost. Once the young have mastered flying the bats leave for warmer climates in the fall when temperatures drop and insects decrease.

"We wanted them to shift to the new residence before they migrated so they could get their scent in it. Our real concern was whether the bats would relocate to the new house. We were thrilled when they began to relocate on the first night," Hinnenkamp said.

The whole project included the combined efforts of a roof contractor, the hospital's Consolidated Support Services, the hospital administration, Eastern Washington University, Spokane County Public Health District and the state Department of Health. The Department of Fish and Wildlife was also consulted.

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## Celebrate the Holidays - alcohol free

**S**ome of us have been programmed to think that holiday celebrations and alcohol go hand-in-hand. Alcohol ads may convince us to associate drinking at parties with having a fun and relaxing time with friends, but how often do we think about the serious consequences that can follow an evening of too much drinking, such as drunk driving accidents and alcohol poisoning?

Parties involving alcohol can also send the wrong message to youth who are present: you

have to drink alcohol to have a good time. And when adults have had a few drinks, they may not notice or care if underage partygoers get ahold of alcohol. Parents and other adults should know that their own attitudes and behaviors around alcohol use can and do influence kids. The 1998 Washington Adolescent Health Behaviors Survey shows that 45 percent of 10th graders and 52 percent of 12th graders use alcohol, and a rising

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DSHS Communications  
PO Box 45110  
Olympia, WA 98504-5110

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Secretary's  
corner  
by Lyle Quasim



# Words about our work

Employees, clients, and the public share thoughts on the work we do

Send your thoughts and/or letters from clients to Secretary Lyle Quasim, attention: Letters to The News Connection, P.O. Box (Mailstop) 45010, Olympia WA 98504; via e-mail Quasil@dshs.wa.gov



We are nearing the close of the second year of Gov. Gary Locke's Administration and my third year as secretary of DSHS.

This past year was filled with struggles, accomplishments and, in some cases, disappointments. And it has been a year in which DSHS demonstrated the value we add to the lives of one out of every five people in this state.

Among our accomplishments are the quality initiatives that each of the seven administrations have undertaken. Of 64 process improvements developed, 28 were featured in the Governor's *Governing for Results* books.

Two of our most successful projects were:

- The Social Service Payment System Year 2000 Conversion project, and
- The Program Simplification Team, which streamlined public assistance rules and manuals, reducing them from over 2,700 pages to 700.

This summer we, along with several other defendants, were found not liable for damages for accusations of wrongdoing in the civil trial on the Wenatchee sex abuse cases. This jury verdict was an affirmation that DSHS staff appropriately did their jobs to protect and serve vulnerable children in this state.

I credit much of this year's accomplishments to the leadership of Deputy Charley Reed and Assistant Secretaries Jane Beyer, Liz Dunbar, Ken Harden, Ed Hidano, Rosie Oreskovich, Sid Sidorowicz, and Ralph Smith.

On the bad news side, we had the highest food stamp error rate in the country. This happened because we focused our time and resources on converting to the ACES computer system and successfully implementing WorkFirst. But those are not good excuses. We must and are doing better.

We continued to be plagued by the ghost of OK Boys' Ranch with additional settlements and recriminations of who did what; salaries remain less than competitive to retain and adequately compensate staff; the media seldom recognize our efforts and successes.

In spite of the disappointments, this has been a year that you can be very proud of.

I consider it a great privilege that I am allowed to be secretary of this great department with the thousands of tremendously gifted employees who provide such fundamental services to the people of Washington with such commitment and skill. I salute you.

## From a parent

Dear Gov. Locke,

As a father I am writing this letter to tell you what a great job the State of Washington DSHS did in supporting my daughter, and in particular, the personnel at the Bellevue King Eastside (Community Services) office.

My daughter was diagnosed with tongue cancer in 1992 and was given 60 days to live at that time. She was only 23 years of age and had no insurance, however, the state DSHS came to her rescue with financial help.

For seven and one-half years,

Kathy fought her cancer as hard as anyone and after high levels of radiation, long treatments of chemotherapy and several major operations, she won...but as is the case with many cancer victims, the cure was as bad as the cancer, leaving her with no tongue, no lower jaw, and major tissue and blood flow complications.

For the last five years Kathy had several operations, and with each one the Bellevue DSHS personnel were behind her, not only with medical help but with support and words of encouragement. Kathy had another unsuccessful operation the latter part of August and was recovering at

home with us. On the 13th of September she passed away, her body could no longer take the pain and hurt.

Gov. Locke, as a father I wanted you to know how much my family appreciated the support given to Kathy by the State of Washington. I have, over the years, read a lot of bad press about DSHS but from our experience this professional group of state workers came to Kathy's aid as a group of professionals who really cared.

Please help me thank them for all they have done for our family.

Sincerely,  
Robert Opple, Bellevue

## Give guests alcohol-free choices during the holiday season

(Continued from page 1)

number are binge drinking regularly. Even more alarming, the average age of first use reported by 6th graders is 10-1/2!

This holiday season, consider hosting an alcohol-free party. You may be doing your friends or family a big favor if some have a drinking problem and tend to do things at parties that they later regret. Consider offering the following festive beverages instead of alcohol:

### Fruit Punch Noel

4 cups apple cider  
2 cups bottled cranberry juice  
1 cup orange juice  
1 12-oz. can apricot nectar  
1 lemon  
36 whole cloves  
10 sugar lumps (optional)  
1 t. cinnamon (optional)

Combine cider, cranberry juice, orange juice and apricot nectar in large saucepan. Cut lemon thinly into 12 slices. Insert 3 cloves in each slice, add to fruit juices. Simmer 15-20 minutes. Pour into punch bowl. In small bowl, toss sugar lumps with cinnamon and drop one into each punch cup. Makes 10 (6 oz.) servings.

### Spiced Cider

1 qt. cider  
1/4 C. sugar  
12 whole cloves  
2 (4 inch) cinnamon sticks  
8 whole allspice

Combine all ingredients in a 2-quart saucepan. Boil and stir until sugar is dissolved. Cool; refrigerate, covered, several hours. Before serving, reheat and strain to remove spices. Makes 8 servings.

- If you do decide to serve alcohol at a holiday party, following these tips will make you a more responsible host:

  - Measure your drinks - this limits the amount of alcohol that is consumed.
  - Stay sober yourself - you never know when you'll have to be in charge of dealing with an emergency.
  - Serve coffee an hour or so before the party ends. This won't help someone sober up, but does allow for time to pass before guests leave.
  - Take special note of your guests who will be driving home. Make sure that they stay sober enough to drive safely, encourage them to stop drinking early. If you don't feel a guest can drive home safely, call a taxi or find a place for them to stay. This way you won't wonder if they made it home okay.

- How do I know if I have a drinking problem?

  - Inability to control your drinking: regardless of what you decide beforehand, you frequently wind up drinking too much.
  - Using alcohol to escape problems.
  - Personality changes when drinking: becoming "life" of the party.
  - A high tolerance level.
  - Blackouts: you don't remember what happened when you were drinking.
  - Problems at work due to drinking.
  - Concern shown by family or friends about your drinking.

If you suspect that you or someone you know has a drinking problem, help is available by calling the Washington Alcohol/Drug Helpline: 1-800-562-1240.

For information about alcohol education resources, contact: Deb Schnellman at the Division of Alcohol and Substance Abuse, (360) 438-8799.

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"This project has been a great cost saver as well," Hinnenkamp said. "Estimates for tearing down the awnings, making structural repairs and extermination ranged up to \$30,000. Our solution cost about \$6,000, including the bat house."

The bats are gone now, far away in their warmer winter habitat. But Hinnenkamp noted that since the area where the hospital is located is a natural bat habitat, he doesn't expect they've completely solved the problem.

"Our critical task between now and March when they will begin returning is to make sure the building

is impervious, with every square inch sealed," he said.

Chief Executive Officer Jan Gregg is a fan of the new bat house.

"I'm very pleased with how this has turned out," she said. "I can't guarantee another bat won't get into the building, but we're working very hard to make sure it doesn't happen."

"My first concern is for the safety of the patients and the staff. But I am also concerned about the health of the environment and I'm glad my staff care about it too. I believe that if we can solve a problem and not hurt another species, then it's the right thing to do. And I'm pretty fond of that bat house too."





# Economic Services Administration

## MISSION STATEMENT —

Help people in need achieve and maintain their highest level of self-sufficiency by providing economic, employment and training, child support, medical and other work-supporting services.

## Quality Teams take process improvements from ideas to results

QUALITY — YOU CAN DO IT TOO!

Economic Services Administration (ESA) is serious about quality. Our response to the Governor’s Executive Order on Quality last year was to construct a solid framework within the administration to integrate quality principles into every aspect of our business. Our first step was to form a Quality Steering Committee (QSC) to guide and consolidate our efforts. QSC members come from every part of ESA and include line staff, mid-management and senior management from all across the state. Chaired by Liz Dunbar, our assistant secretary, the QSC has been meeting for over a year now and has helped bring quality principles to our vision and mission statement, our training plans and our day-to-day activities.

ESA has made a lot of progress in only a year. Training in quality principles has been a top priority with both staff and managers attending Johnson and Johnson, Associates or Quest 2001 classes. A comprehensive plan for training the 3000 field staff has been approved. ESA now has a full-time Quality Improvement Manager, Margaret Vogeli, who brings us a wealth of knowledge and experience in quality principles and processes. Under her leadership, ESA just recently held its first “Kaizen Event,” an intensive, short-term quality process that focuses on a single problem and implements an immediate solution.

ESA has had many other Quality Improvement Teams of different sizes and duration working throughout the agency for the last year. We think it is significant that seven of the 18 DSHS teams featured in the Governor’s quarterly publication, *Governing for Results*, have been from Economic Services Administration.

We are very proud of our award winning teams. The Program Simplification Team that simplified and streamlined our eligibility rules and manuals was an exhibitor at the October Public Sector Quality Conference in Tacoma. Their recognition and awards provide proof that we are moving in the right direction in DSHS. Of course, not every quality change is going to win an award or get the attention of the fickle public. ESA has focused our intent on quality processes and principles in every part of our operations. You can see the changes in the new emphasis on teamwork, field participation, working openly with clients and advocates, emphasizing results over procedures and rewarding success. It would be great to show a picture of everyone on the Economic Services Administration Team—they all deserve awards!

## THE TEAMS

### HELP FOR WORKING PEOPLE

A Quality Team at the Alderwood Community Services Office (CSO) decided to target increased client service. Using the results of a client and staff survey that showed clients who worked were dissatisfied with the hours of service, they came up with a plan to extend service hours at least one night a week for working clients. Simply by rearranging schedules, they were able to arrange to have the office open until 7 p.m. every Tuesday night.



**Team Members:** top row from left: Gail Brown, Jan McClintock, Malgorzata Kowalczyk, Carrie Williams. Middle row: Judy Boston, Cyndi Schaeffer, Jean Kimes. Front row: Wendy Bove, Dong Nguyen, Karen Peyton-Littel, and Maxine Barstad. Not pictured: Katie Kerfonta.

### EASIER TRACKING OF INTERSTATE CHILD SUPPORT CASES - 98

The department currently has approximately 66,000 interstate child support cases. The old process for requesting status about one of the cases from another state was time-consuming and required getting information from one computer database and then re-entering it into a different database. The team from the Division of Child Support Office in Kennewick came up with a new automated form that will enter the data in the other program automatically. Once this has been fully implemented, this simple change will save an average of 9,747 staff hours (for a projected savings of \$155,952) per year across the state.



**Team members:** Kristi Christensen, Gayle McCollum, Kevin O’Neil

### SIMPLE CHANGES SAVE PROCESSING HOURS

At the Child Support Office in Vancouver, a creative team attacked the process for handling forms. The old procedure required up to 20 steps and involved three different types of personnel. When the team took a hard look at the process, they said that many of the steps were redundant. By eliminating those, reorganizing work stations for better work flow and implementing a simple forms change, they reduced turnaround time for these forms dramatically. One step that used to take eight hours went down to four, and another 20-hour step was slashed to 12 hours. The new process virtually eliminated errors and the team estimates that they are saving the equivalent of at least one FTE.



**Team Members:** Sharon Hitchens, Kay Gehle, Antonie Hinckle, Secretary Lyle Quasim, Lisa Stewart, Denise Sparley, Amy Stanton. Not pictured: Marjorie Millner.

### SAME DAY SERVICE FOR WORKFIRST APPLICANTS

Applicants at the Burien Community Services Office used to have to fill out a written application and then make an appointment to come back for an interview. Waiting times for interviews could be as long as two weeks. If an applicant didn’t have all the documentation needed at the interview, the case would be put in waiting status again. Staff wanted to change this cumbersome process to be more client friendly and help applicants get into the job market as quickly as possible. A quality team in Burien changed this process, developing a way to allow applicants to walk in and get help the same day. By entering



**Team Members:** Back row: Barbara Pietron, Mike Morris, Kathy LaBrec, Nick Espinosa, Debbie Davenport, Darrell Taylor, Carolyn Treiber, James Hunter, Denise White, Christina Anderson, Peggy Anderson. Front row: Miriam Torres, Lisa Yanagida, Hector Martinez, Anne Jennings, Karl Allison, Pat Smith, Shelly Watanabe, Louann Carlson. Not Pictured: Donna Meixner, Becky Middleton, Donna Metz, Janet Baz, Debbie Stolberg, Debbie Johnson, Susan Conley, Mike Nguyen, Connie Harris, Linh Thai, and Ray Grothe.





# Simplifying the rules

## Regulatory Improvement in Economic Services

It's no secret that Economic Services has been on the front lines of regulatory improvement at DSHS. Last year the agency was tasked with a unique mandate from Gov. Locke to apply regulatory improvement principles to public assistance programs on a very short timeframe, without changing any program policy. In partnership with Medical Assistance Administration, we quickly pulled together a task team known as the Program Simplification Team or "PST".

All team members were assigned fulltime and quickly planned, wrote, and delivered an entirely new set of Washington Administrative Code and a concise program manual. They reduced the manual from 2,700 to 700 pages and the number of WAC rules from 489 to 273.

On Aug. 27, the PST was invited to the Governor's mansion where they were presented with the *Governor's Award for Service and Quality Improvement*.

The PST work is not the only regulatory improvement success coming out of ESA. Our Regulatory Improvement Team has been meeting and providing peer review and regulatory improvement leadership for over a year. Our ESA regulatory improvement Internet site (<http://www.wa.gov/dshs/esarules>), a regular feature of the DSHS Website Home page, provides valuable information about rule-making in ESA, links to hundreds of important resources, and has a "What's New" page for each ESA division. Other manuals have been streamlined and simplified: The Division of Management and Operations Support just issued a new version of the *Food Stamp Ordering, Controlling and Issuing Handbook*. They removed overly proscriptive procedures and made it shorter, simpler and easier to use. The Division of Child Support (DCS) has just finished a completely new version of their staff manual, using an innovative format that has drastically reduced the size, simplified the information and made the online and hard copy manuals identical for users. DCS has also been

working on broadening public involvement in their rule making efforts. They have begun using "Usability Tests" with clients and the public, starting with the rules proposed to regulate the new DSC "MOST WANTED" Internet site.

Regulatory improvement and the PST experience have made fundamental changes to the ESA concept of who "owns" a rule and how rules and policies should be constructed and developed. We know that we have to work hand in hand with each other, clients, and the public to achieve success. Although hundreds of rules and thousands of manual pages were reviewed and revised by the PST, there are still hundreds more to be reviewed in the next two years. Our efforts to improve and simplify rules and procedures will continue to grow as we move into the manual evaluation phase and finish our E.O. 97.02 review.



**PST Team Members:** (From top) John Camp, Rod Coatney, BJ Erickson, Judy Cook, Dennis Goldsby, Wendy Forslin, Cindy Anderson, Tom Everett, Sue Langley, Veronica Barnes, Mike Freeman, with Secretary Lyle Quasim, ESA Assistant Secretary Liz Dunbar and MAA Assistant Secretary Jane Beyer. Not pictured: Rena Milare

## Making sense of the rules

UNDER THE DIRECTION OF SECRETARY LYLE QUASIM, ALL ADMINISTRATIONS ARE EXAMINING EXISTING RULES AND DETERMINING WHICH CAN BE ELIMINATED AND SIMPLIFYING THOSE WE NEED. FOR MORE INFORMATION ON HEARINGS FOR PROPOSED RULE CHANGES CHECK OUT THE RULES AND POLICIES ASSISTANCE UNIT WEB PAGES AT [HTTP://WWW.WA.GOV/DSHS](http://www.wa.gov/dshs).

# Quality Teams are achieving meaningful results

(Continued on page 4)

information into the system during the client interview, the team has been able to cut Food Stamp application time to four days, Temporary Assistance for Needy Families application time to less than six days, and reduce the amount of paper needed by staff and visits required by applicants. Under this improved process, applicants get service 19-21 days sooner than before.

## AN EMPLOYMENT CASE MANAGER CUTS NEED FOR ASSISTANCE

The Belltown Community Services Office targeted reducing the number of two-parent families on assistance for their quality team. By designing and implementing a project that assigned a case manager to focus intently on employment issues and opportunities, the office was able to move over two-thirds of these families into employment and off assistance. Grant expenditures have decreased by more than \$8,000 a month just from this process change.



**Team Members:** Dorella Owens, Gon Diligencia, Anne Sporich, Christina Chao, David Pavageau, John Shepard, Margey Rubado, and Hanna Welander.

## BETTER COORDINATION RESULTS IN SPEEDIER SERVICE

At the Pierce West Community Services Office, the problem targeted was how to streamline the collaboration process when both DSHS and the Employment Security Department were working with a WorkFirst client. By establishing monthly meetings between the two agencies to concentrate on client transition issues, the quality team was able to implement



**Team Members:** Audret Wilson, Rick Beatty, Sr., Denice Krueger, Ron Staples, Gaylene Monroe, Lin Mettler, Sue Hines and Bob Wellington. Not pictured: Hillary Bryan, Alice Schofield, and Tom Wescott.

same-day service for clients and reduce the time a client spends waiting to see a staff person to only 15 minutes. They know that complaints have been reduced, errors in child care payments have been reduced, and estimate they are saving about 35 hours of staff time each month with the new process.

## MORE QUALITY IMPROVEMENT EFFORTS IN ESA OVER THE PAST YEAR

- **WorkFirst** exceeded the caseload reduction target for a total decline of 33 percent since February 1995. Increases were realized in job placements, earnings, and child support collections. The number of people returning to public assistance declined.
- 47 different initiatives were aimed at reducing the **food stamp** error rate.
- **Alpha Collection Intact Team** increased overall team collections in DCS by 69 percent and collection per case by 38 percent. They reduced the overdue review codes by 62 percent.
- **The Improved Genetic Testing Contract Team** saved \$250,000 annually in genetic testing expenses and made it possible for other agencies to access the genetic testing vendors at a competitive price.
- The **Simon Voice Mail Project** resulted in direct access for many callers and more efficient use of resources.
- The **Blocked Call Team** created improved phone call routing while protecting staff from divulging their desk phone numbers.
- The **Medical Support Enforcement Team** improved quality of data and decreased processing time by automating the production of letters.
- The **Division of Assistance Programs** improved the employee work environment.

Each of the seven administrations has steering committees to assist in leading the department's efforts to continue providing quality services to the residents of the state of Washington. For more information on the quality improvement activities occurring throughout the department, contact Bill Wegeleben, internal quality consultant, at (360) 902-0865 or e-mail at [wegeleb@dshs.wa.gov](mailto:wegeleb@dshs.wa.gov). Please visit the DSHS Intranet Quality Improvement site at [intra.dshs.wa.gov/news.htm](http://intra.dshs.wa.gov/news.htm) for ongoing updates of plans, successes, and accomplishments.



# Two tribes reach agreement with state to offer own TANF programs

Two Indian tribes were recently the first to enter into agreements with Washington state to provide their own Temporary Assistance for Needy Families (TANF) program.

With the passage of the federal 1996 Personal Responsibility and Work Opportunity Reconciliation Act, tribes were given the opportunity to design and offer their own welfare programs. The Lower Elwha Klallam Tribe and the Port Gamble S’Klallam Tribe signed intergovernmental agreements with Gov. Gary Locke at a special signing ceremony in the Governor’s office on Oct. 7.

During the ceremony, Secretary Lyle Quasim noted, “The most noteworthy aspect of this agreement is the sovereign nature of the



Gov. Locke signs a TANF agreement with Russel Hepfer, Tribal chair of the Lower Elwha Klallam Tribe.

transfer \$278,052 of the state’s “maintenance of effort” funding to the Lower Elwha Klallam Tribe and \$289,540 to the Port Gamble S’Klallam Tribe. (States may choose not to transfer these funds.)

To further encourage success of the tribal programs, each tribe is eligible for up to \$50,000 in performance incentives during the first year and up to \$100,000 in incentive money per year during the second and third years of the agreement.

A major hurdle in reaching the agreements, according to Sarah Colleen Sotomish, tribal deputy assistant for Economic Services Administration’s State/Tribal Relations Unit, was accurately identifying the service population.

“The federal law requires the data to be based on how many Native Americans from the specific tribes were served in 1994. At that time we didn’t identify clients by tribes and even the ethnic designation was voluntary,” Sotomish said.

After much research and negotiation, the tribal TANF service population was determined to be 120 for the Lower Elwha Klallam Tribe and 125 for the Port Gamble S’Klallam Tribe.

The Lower Elwha have chosen to serve Native American, Alaskan villagers, and Eskimos from Seiku to Sequim along the north portions of the Olympic Peninsula.

The Port Gamble S’Klallam will serve all Native Americans on the reservation and Port Gamble S’Klallam members within Kitsap County.

“These first agreements were very hard to reach on all the elements. We ran into many obstacles along the way, but we worked very hard to overcome them,” she said.

The tribal plans can be different from the state’s WorkFirst program as long as they meet the intent of the federal law. The tribal leaders see this as an advantage, giving them the chance to design programs that serve the needs unique to their areas and populations.

“Everyone agrees the tribes are in a better position to determine what their members need to become self sufficient,” said Sotomish. “We also recognize that tribal members may be more difficult to serve. There’s higher unemployment and

fewer jobs in the tribal community. Tribes can address those problems better than we can.”

While the tribes will provide financial assistance and services leading to employment, DSHS will continue to provide other services such as food stamps, medical assistance, and child care assistance.

Port Gamble S’Klallam Chairman Gerald J. Jones said, “This is one of the best agreements we have entered into with the state. We invited several of our children to attend the signing ceremony because they are our future. This is all about the children. We want to help our children. This week we have started. You can already see the difference in their eyes.”

John Miller, executive director for the Lower Elwha Klallam Tribe, thanked Liz Dunbar, ESA assistant secretary, and her staff for pursuing multi-month negotiations in good faith to reach a mutually satisfactory conclusion.

Sotomish said, “We want tribes to be successful and want to work in partnership with them to achieve that success.”



Sharing in the signing ceremony are (from left) Marie Hebert, Tribal Council, son Paul, secretary, DSHS Secretary Lyle Quasim, Gerald Jones, Tribal chair Port Gamble S’Klallam Tribe, with Gov. Locke. Behind Jones: Tallis Woodward, Reservation attorney, ESD Commissioner Carver Gayton, Melanie Montgomery, Marilyn Olson, community services coordinator, Deborah Collier, social services coordinator, David Montgomery, Cecilia Tom, and Sarah Colleen Sotomish.

tribes and this state’s commitment to respect our government-to-government relationship.”

“The tribes are looking to change the face of poverty for Native Americans on the reservation and this can only happen through self sufficiency,” he added.

The federal law enables tribes with federally-approved tribal TANF plans to receive their funding in the form of federal block grants. In addition, DSHS has agreed to

## Diversity Calendar

Each month *The News Connection* features the next two months’ special dates, provided by the Division of Access and Equal Opportunity, Diversity Initiative. If you have a special date you would like included in the next calendar or want more information on the Diversity Initiative, contact e-mail [RSWAIN@dshts.wa.gov](mailto:RSWAIN@dshts.wa.gov). Not all dates can be included because of length constraints.

### December

- 1 Rosa Parks Day
- 2 Laos: National Day
- 5 International Volunteer Day
- 7 Pearl Harbor Commemoration
- 10 Human Rights Day
- 11 UNICEF’s Birthday
- 12 Mexico: Lady of Guadalupe Festival
- 13 Chanukah (Sundown)
- Sweden: Santa Lucia Day
- 15 US: Bill of Rights Day
- 16 Mexico: Las Posadas
- 21 Malawi: Tree Planting Day
- 22 International Arbor Day
- Winter Solstice
- 25 Christmas
- 26 Kwanza: African American Family Celebration
- 29 US: Wounded Knee Anniversary
- 31 New Year’s Eve

### January 1999

- 1 New Year’s Day
- 4 Isaac Newton’s Birthday
- 5 George Washington Carver’s Birthday
- 13 Togo Liberation Day
- 15 Martin Luther King, Jr. Birthday
- 18 Martin Luther King, Jr. Day
- 17 Benjamin Franklin’s Birthday
- 20 Brazil: San Sebastian’s Day
- 25 New Zealand: Auckland Day
- 28 Jose Matri’s Birthday
- 30 Jackie Robinson’s Birthday
- 31 13th Amendment abolishes slavery

# Region 4 honors three individual successes in WorkFirst

Three WorkFirst clients, an employer and a local community college were recently honored in King County for their efforts towards job success.

The event was hosted by DSHS and the Employment Security Department, WorkFirst partners.

“Our job entries increased 47 percent over 1997,” said Phyllis Lowe, Region 4 administrator with Community Services Division. “And they are receiving an hourly wage of \$7.67 an hour.”



WorkFirst graduates Lorraine Flores and Katherine Jacobs were honored for their job successes

Among those successful job entries were three single moms who had been out of the workforce for up to five years.

Suzanne Daily, 26, has one son. She received public assistance for five years before taking a job readiness class. From there she was hired in a work experience position with the UW Medical Center Dental Clinic and will be hired permanently as soon as there is an opening.

Lorriane Flores, has three small children and had been on Aid to Families with Dependent

Children since 1991. She completed her GED in 1995, worked with Americorps and the Jobs Program, then WorkFirst. She was hired as an employment counselor by First Place and became a permanent employee in August. She’s now continuing her education.

Katherine Jacobs, 33, relocated from Louisiana with her two young children. She completed a clerical course through Division of Vocational Rehabilitation, completed her WorkFirst job search last fall, and was hired by Endresen Research. She has been promoted and recently gave an inspirational speech to current WorkFirst clients in the Job Search Workshop.

Swedish Home Health Care was honored for their role as an

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# WorkFirst

(Continued from page 5)

employer who actively recruits WorkFirst clients. They have hired over 20 Rainier Community Services Office WorkFirst participants over the past year.

South Seattle Community College was honored for the successful way they designed their short-term training programs to support the message and requirements of WorkFirst.

“The real story here is these individuals who have found dignity and a new life through WorkFirst,” said Secretary Lyle Quasim.



Helping Region 4 celebrate were (from left) Phyllis Lowe, Region 4 CSD administrator, Secretary Lyle Quasim, Bill Johnson, district president Local 751, Commissioner Carver Gayton, Employment Security Department, Sharnelle Moore, ESD Director, and Jean Lim, vice president of Seafirst/Bank of America, keynote speaker.



# RETIREMENTS

<b>Alfono, Gerald M.</b> 29 Yrs. Rainier School	<b>Lakoduk, Valrie J.</b> 33 Yrs. Rainier School
<b>Allen, Howard</b> 27 Yrs. Yakima/Kittitas Community Services Office	<b>Lambert, Gary L.</b> 27 Yrs. Office of Child Care Policy-Region 6
<b>Clift, Arden M.</b> 30 Yrs. AASA Field Services	<b>Leigh, Frances</b> 27 Yrs. Division of Children & Family Services
<b>Gort, Virginia A.</b> 27 Yrs. Port Angeles Community Services Office	<b>Lininger, Jeanette M.</b> 20 Yrs. Maple Lane School
<b>Halstead, Janis</b> 31 Yrs. Division of Client Support	<b>Ogren, Gayle J.</b> 30 Yrs. Aberdeen Community Services
<b>Halvorson, Jon W.</b> 26 Yrs. Pierce North Community Services Office	<b>Parmely, Nellie F.</b> 25 Yrs. Frances Haddon Morgan Center
<b>Harding, Merry L.</b> 30 Yrs. Economic Services Administration -Region 2	<b>Reiber, Leona L.</b> 35 Yrs. Lakeland Village
<b>Harris, Margaret E.</b> 20 Yrs. Division of Child Support	<b>Romero, H. D.</b> 25 Yrs. Maple Lane School
<b>Hilderbrandt, Charles</b> 18 Yrs. Chehalis Community Services Office	<b>Schouviller, Marlene</b> 26 Yrs. Maple Lane School
<b>Januchowski, Bonita</b> 17 Yrs. Eastern State Hospital	<b>Simuel, Eltrina F.</b> 30 Yrs. Division of Vocational Rehabilitation
<b>Johnson, Vonnice A.</b> 22 Yrs. Division of Fraud Investigation	<b>Tighe, Joyce A.</b> 11 Yrs. Division of Vocational Rehabilitation Region 3
<b>King, William D.</b> 15 Yrs. Division of Children and Family Services Spokane Central Office	<b>Utter, John T.</b> 25 Yrs. Division of Developmental Disabilities
<b>Kingery, Elsie B.</b> 27 Yrs. AASA Field Services	<b>Wahl, Joseph G.</b> 8 Yrs. Division of Developmental Disabilities
<b>Lager, Dennis E.</b> 30 Yrs. Frances Haddon Morgan Center	

These employees retired in September 1998

# Ethical Use of State Resources ://The Internet

In the July 1998 edition of *The News Connections*, an article entitled “So just what is the ethical use of e-mail?” addressed a recent change to WAC 292-001-010. The revision, which permits de minimus use of e-mail for personal use, has created some confusion for department employees.

Although the new ruling permits de minimus use of e-mail under some limited circumstances, it is important to note that it does not change prior restrictions regarding the use of the Internet. According to WAC 292-110-010, any personal use of the Internet continues to be prohibited. The Internet is to be used exclusively for DSHS business-related information and research. Use of the Internet for either personal business or personal “surfing” is strictly prohibited at all times.

The department is in the process of amending Administrative Policy 15.14 in order to assure the clarity of department policy on Internet use.

Questions should be directed to your supervisor or Jeanette Sevedge-App in ISSD at (360) 902-7538.

# Shared leave

**Shirley Stephens** of the Administrative Services Division, Forms and Records Warehouse, is in need of shared leave. She has been diagnosed with cancer and will be undergoing chemotherapy treatment for at least two to three months. For more information, contact Tory Smith (360) 902-8298.

**Arma Parker**, a juvenile rehabilitation residential counselor with Green Hill School, is in need of shared leave. She was recently diagnosed with Ulcerative Colitus and will be unable to return to work for an undetermined amount of time. In order to maintain her medical insurance, she is in need of shared leave. For more information, call (360) 748-9149.

**Tammy Dudley** with the Children’s Administration is in need of shared leave. She is suffering from chronic and debilitating migraine headaches in addition to being diagnosed with fibromyalgia and chronic fatigue. Her physician has determined that she needs complete rest to assist in reversing the condition. She has exhausted her leave. For more information, contact Donna Thompson at (360) 902-7915.



# SERVICE MILESTONES

<b>Region 1</b> 5 Bichler, Teri 5 Caraway, Barbara 5 Eastham, Linda 5 Hulin, John 5 Leger, Laura 10 Cooper, Huong 10 Hubensack, Karl 10 Kimm, Grace 10 Potter, Karen Rae 10 Wagner, Deanna 10 Wissink, Teresa A. 15 Achenbach, James 15 Jones, Maurice 15 Mee, Loretta 15 Reiman, Dean Russell 15 Traylor, John 20 Rendon, David	15 Monahan, Mary 15 Riggins, Eric 15 Shutes, Deloise 15 Soule, Lloyd 20 Bell, Joseph 20 Bushey, Betty 20 Lindgren, Brian 25 Lott, Georgetta 30 Watkins, Minnie	5 Tombleson, Beatrice 5 Tran, Tuy Tieu 5 Van Arnam, Carol 5 Wilkins, Cyndi 10 Burke, Janice 10 Fox, Cheryl 10 Gilbert, Glinn 10 Grant, Scott 10 Gumaer, Kathleen 10 Krautstrunk, M. J. 10 Meagher, Michael 10 Nyenhuis, Brian 10 O'hare, Shelly 10 Rogers, Judith 10 Ronco, Linda 10 Uwadiale, Solomon 10 Walsh, Robert 15 Anderson, Andriena 15 Anderson, Catherine 15 Anderson, Kim 15 Arnzen, Stephen 15 Daniels, John 15 Enlow, Jeanne 15 Finn, Shirley 15 Friedman, James 15 Gardner, Jon 15 Miller, Cheryl 15 Ngo, Le Thanh 15 Nobles, Flora 15 Qualls, Barbara 15 Ramirez, Cheryl 15 Rowan, Drucilla 15 Sandstrom, Rhea 15 Stoneman, Patricia 15 Tan-Bui, Chen 15 Thompson, Mary 15 White, Amy 15 Willis, Jeffrey 15 Young, John 20 Lee, Glenda 20 Wallace, Stephanie 20 Williams, Carol 20 Williams, Cindy 25 Bailey, Leilani 25 Dyrseth, Nora 25 Johnson, Charles 25 Moody, John 25 Moore, Terry 25 Robinson, Carolyn 30 Redal, Mark 30 Stone, Barbara	10 Kearney, James 15 Getz, Gerald 15 Lord-Flynn, Daniel 15 Raulston, George 15 Shroll, Vicki 15 Wolf, Annabel	<b>Echo Glen Children Center</b> 5 Francis, Frederick 5 Schlichte, Hazel 5 Vanderwey, Tanya 15 Dunbar, Patricia	<b>Child Study &amp; Treatment Center</b> 5 Johnson Jr., Raymond	<b>Fircrest School</b> 5 Harding, Debra 5 McConnachie, Gene 5 Newkirk, Loren 10 Burfett, Claude 15 Zaky, Robert	<b>Frances Haddon Morgan Center</b> 10 Erickson, Randall 15 Grzybinski, Nancy 15 Hoover, Shannon 20 Heilinger, Gerald	<b>Green Hill School</b> 5 Barrett, Cheryl	<b>Lakeland Village</b> 5 Edinger, Rhonda 5 Swindell, Shirley 10 Dodd, Walter 15 Allen, Lauralee 15 Berger, Dorothy 15 Krapko, Michael 20 Doyle, Patricia 20 Kane, Alisi 20 White, Marjorie 20 Williams, Cauleen 25 Morley, Donna	<b>Maple Lane School</b> 5 Blackwell, Justin 5 Harmon, Dennis 5 Vu, Rosalina	<b>Naselle Youth Camp</b> 5 Gauntz, Mary 10 Ennis, Michael	<b>Rainier School</b> 5 Carter, Rebecca 5 Frazee, Patricia 10 Barber, Cathy 10 Blanton, Charlene 10 Gwaltney, Theresa 10 Hille, Sharon 10 Kelly, Robert 10 Musgrove, Katherine 15 Clement, Curtis 15 Reed, Leah 20 Mulligan, Derald 20 Strom, Patricia 20 Williams, Tracy 25 Britton, Marilyn 25 Hamilton, Sally	<b>Western State Hospital</b> 5 Harvey, Harris 5 Stockman, Tammy 5 Viscaya, Victoria 10 Akers, Patsy 10 Bass-Gamlin, Alisa 10 Delapp, Marjorie 10 Dunn, Stephen Lee 10 Fuoco, Antonio 10 Grant, Linda 10 Homer, Karl 10 Maxwell, Marshall 10 Plate, Sandra 10 Samuelson, Victor 10 Tighe, William 10 Westbrook, James 10 Zarebski, Leokadia 15 Broumley, Daniel 15 Burgess, Ivan Jr. 15 Caron, Richard 15 Dykes, Katherine 15 Garoutte, Judith 15 Giovanetti, Edward 15 Hobson, Marie S 15 Hoover, Bonnie 15 Jesic, Lucy 15 Kirkpatrick, Barbara 15 Lizee, Kathleen 15 Robinson, James 15 Robinson, Lisa 15 Stephenson, Jennie 15 Tietge, Kenneth 15 Williams, Kathy 20 Nowlin, John 20 Pieterman, Dan 20 Sass, Ubelinda	<b>Yakima Valley School</b> 5 Rawson, Linda 10 Pearson, Erik 15 Carmichael, Lori
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These employees celebrated service anniversaries in November 1998